



SP Service Directory

User Guide - 2020

WWW.NIHE.GOV.UK/FIND-SUPPORT

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What is Supporting People (SP)?

Supporting People is a complex and diverse programme which, since 2003, has provided housing support services to assist vulnerable people in Northern Ireland to live independently.

What is the Purpose of the SP Service Directory?

In order to further aid the discovery of applicable services to all our stakeholders, Supporting People (SP) in partnership with the internal GIS team have created an online solution that simplifies the process on finding support services within your area. The directory now features a new face, technology and intuitive features to make finding a support service easier. You can now find services by your location, organisation, service name and various client types such as SP funded services that aid in preventing homelessness. This service directory addresses the need to bring together all organisations that are SP funded in one place for the betterment of the public to find a support service in their area.

How Can I Access The Service Directory?

Public Access

Direct Link

The direct link to find support is WWW.NIHE.GOV.UK/FIND-SUPPORT

NIHE Website

A link to the SP Service Directory can be found on the Supporting People section of the NIHE website. Simply use the search bar on the NIHE.GOV.UK homepage and type “How to find support in your area” then click the first result.

NIHE Staff Access

NIHE staff can use the public access links as described above and also by the following methods:

Housing Solutions Handbook

The SP Service Directory is listed in the Housing Solutions Handbook. A link will also be sent to all SP Providers and internal NIHE staff. This can be saved as a favourite on your browser for ease of access.

Gateway

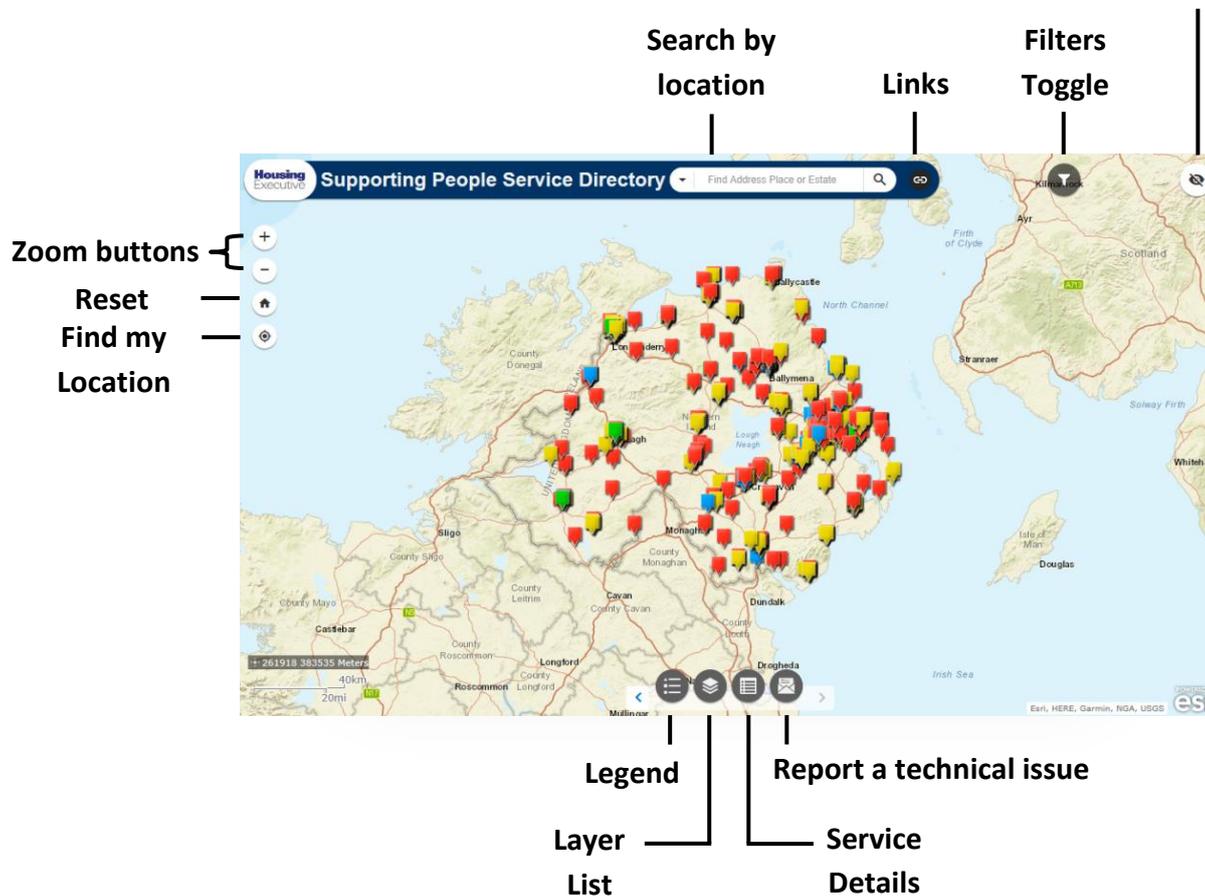
An icon can be found on the Gateway Systems section which will direct the user to the SP Service Directory.

GIS Portal

The GIS portal will also include a link to the SP Service Directory.

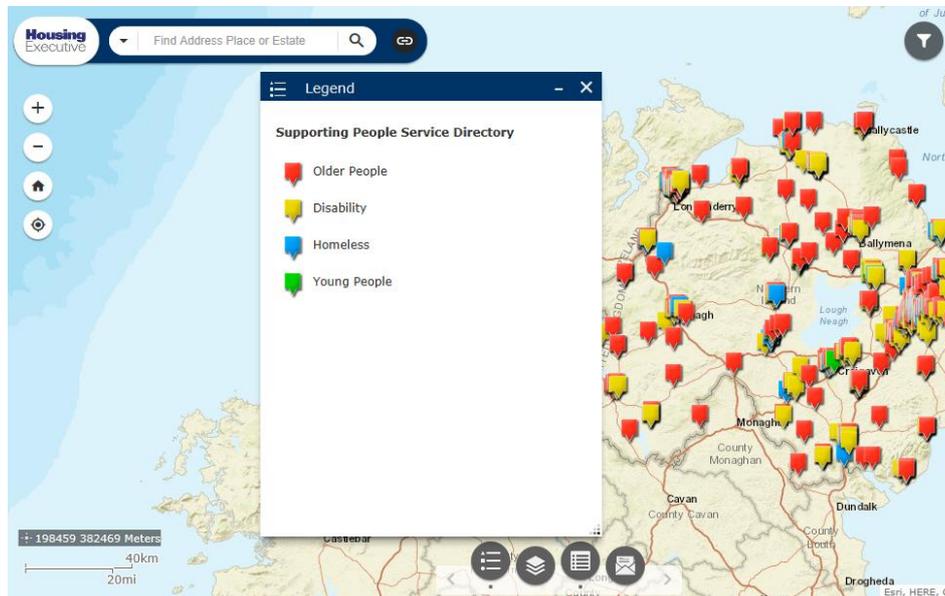
SP Service Directory Interface

Map Overview



Legend

The legend icon is highlighted below. Each service within the SP Service Directory is marked by a coloured icon which corresponds to its thematic group. The legend function shows the colour coded key.

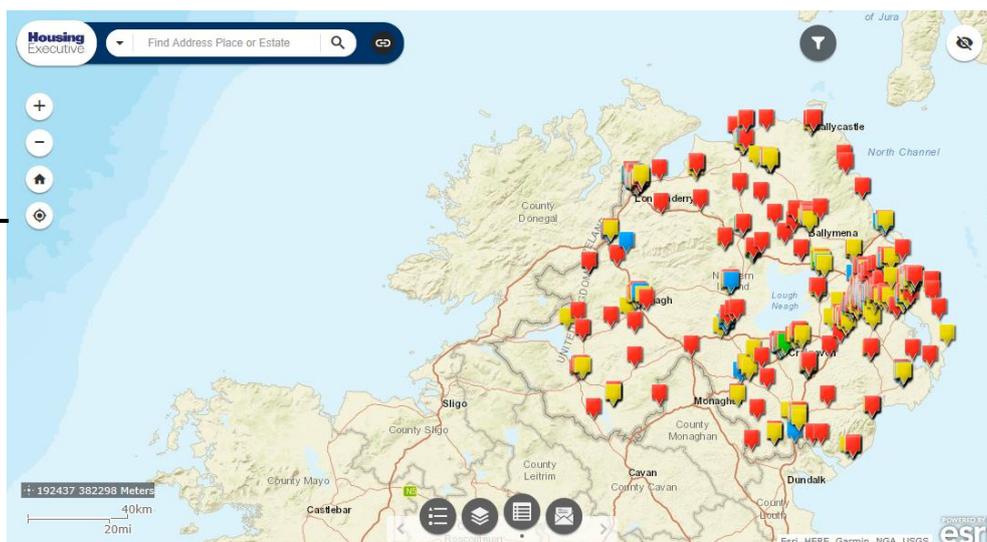


Legend

Find my location

If location settings are enabled, the user can use this button to highlight their location on the map to facilitate a search for nearby services.

Find my location



Reset

The home button resets the map view.

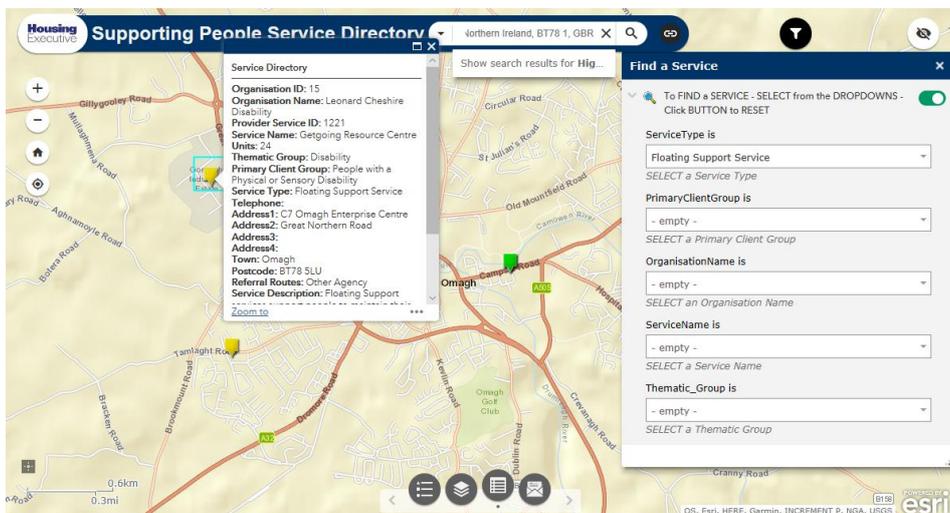
Reset



Who Can Use It?

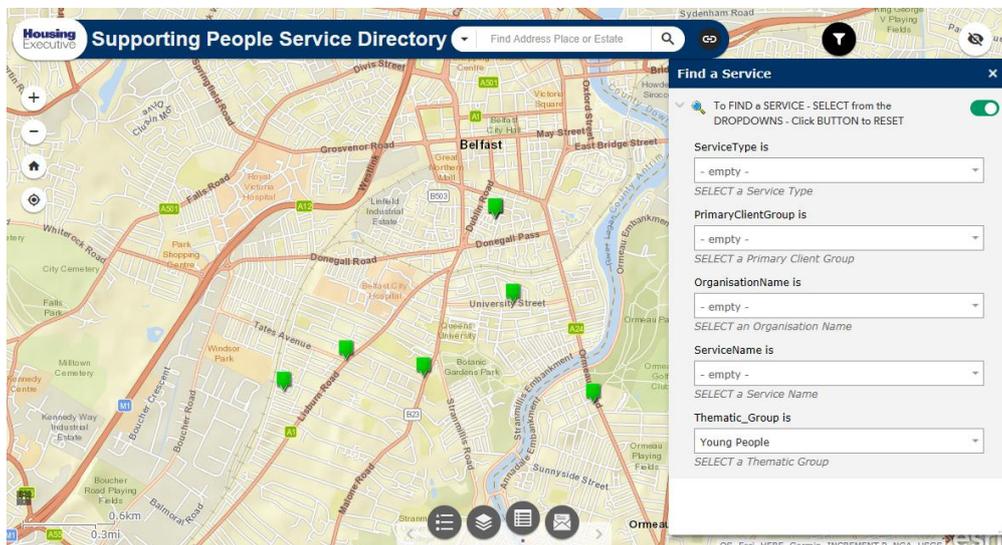
Public, providers and other related professionals

The SP Service Directory is available for the public to view via the NIHE website. This will enable anyone to search for support in their local area and will include the providers contact details. The service directory will have redacted information around sensitive locations and contact details of some providers such as Woman’s Aid services.



NIHE Staff

The SP Service Directory has been produced to assist NIHE staff in carrying out their jobs in identifying services that may be beneficial to their customers. For example, the user can select a specific thematic group such as “Young People”, zoom in to the specific area of choice for their customer and view what SP funded services are available, as shown below.



Where Does The Data Come From?

The data within the SP Service Directory is taken from SPOCC, which is the system used by SP staff and providers to compile information on all SP funded services and their contracts. The service data is set to refresh quarterly. The user can view when the information was last refreshed on the blue ribbon at the top of the SP Service Directory page, i.e. January 2020.

Changes

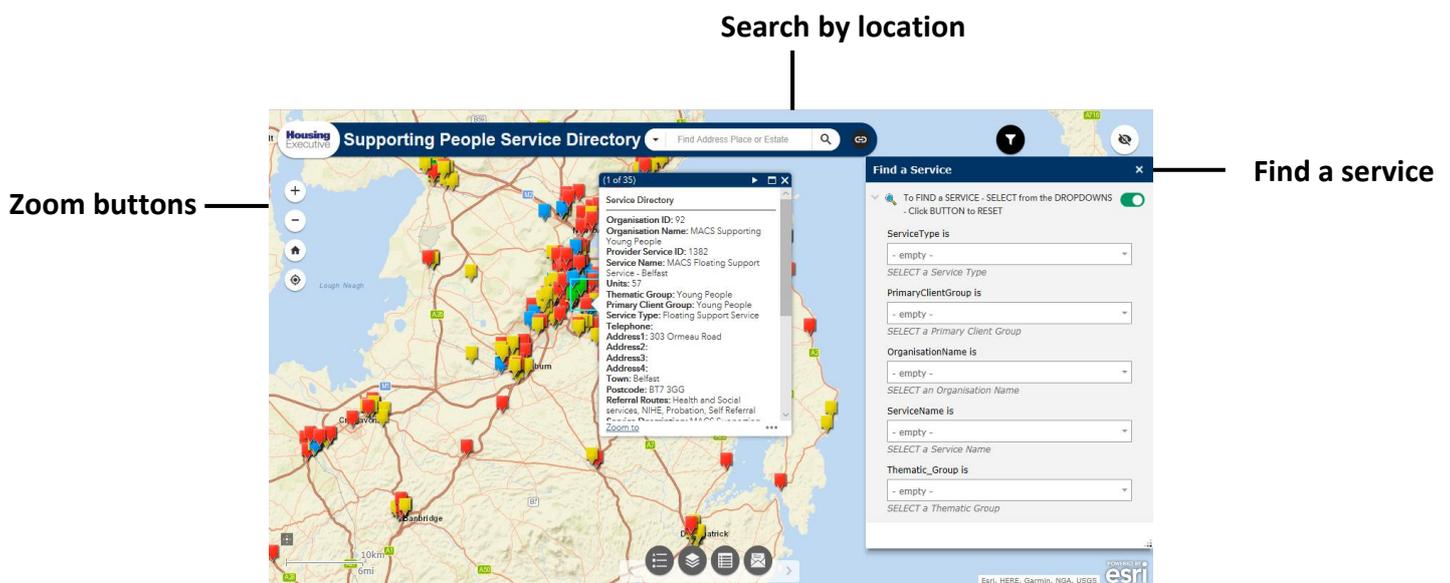
If the information displayed on the SP Service Directory is outdated or if there has been any notable changes within the service, please email Supporting.People@NIHE.GOV.UK with the details.

How to Carry Out A Search (Find A Service)

There are multiple methods within the SP Service Directory that can be used to carry out a search. The “find a service” function can be used by selecting one or multiple categories to search as shown below.

- By Service
- By Primary Client Group
- By Organisation Name
- By Service Name
- By Thematic Group

Other functions such as “search by location” can be used to locate services around a specific address or location, by typing it directly into the search bar. Zoom buttons and pan (click and drag your mouse to pan across the map) can also be used to navigate around the map.



Extra Features

Exporting data

The SP Service Directory has an “Exporting Data” feature that is useful for capturing the data searched for within the Service Directory in Excel. The data can then be manipulated for further use.

Once a search has been carried out, the data can be viewed in list form at the bottom of the page by clicking the **service details** button.

Service Details

The screenshot shows the Housing Executive Service Directory interface. At the top, there is a search bar with the text "Find Address Place or Estate". Below the search bar is a map of Belfast with several red location pins. A "Service Details" pop-up window is visible over the map. Below the map is a table titled "Supporting People Service Directory". The table has a header row with columns: Organism ID, Organism Name, Provider Service ID, Service Name, Units, Themat Group, Primary Client Group, Service Type, Telepho, Address, Address, Address, Address, Town, Postcod, and Website. Two rows of data are visible in the table.

Organism ID	Organism Name	Provider Service ID	Service Name	Units	Themat Group	Primary Client Group	Service Type	Telepho	Address	Address	Address	Address	Town	Postcod	Website
29	Radius Housing Associat Limited	1757	Sherbro Close	33	Older People	Older people with support needs	Accomm Based Service	028 9031 9080	2 Sherbro Close	Bounda Way			Belfast	BT13 1ER	
33	Apex Housing	518	Fr Mulvey	29	Older People	Older people with support needs	Accomm Based	02871 2222	1 Father Mulvey	Westlan			Derry	BT48	www.ap

The data within the list can be exported to Excel by selecting the **Export all to CSV** option in the drop down **Options** list.

This screenshot is similar to the previous one, but the "Options" dropdown menu is open, showing several options: "Show selected records", "Show related records", "Filter", "Show/Hide columns", and "Export all to CSV". The "Export all to CSV" option is highlighted. The table below the dropdown shows more data rows.

Provider Service ID	Service Name	Units	Thematic Group	Primary Client Group	Service Type	Telephone
727	Dover Place & Street	8	Older People	Older people with support needs	Accommodation Based Service	4 R
61	Ardnacloyney House	35	Older People	Older people with support needs	Accommodation Based Service	028 90240817

Click **Open** when the option boxes appear at the bottom of the screen and

The screenshot shows a web application interface for a 'Supporting People Service Directory'. At the top, there is a search bar with the text 'Find Address Place or Estate' and a 'GO' button. Below the search bar is a map of Dublin, Ireland, with numerous red and yellow pins indicating service locations. The map includes labels for 'Letterkenny', 'Londonderry', 'Rathbane', 'Rathvady', 'Jillymoney', and 'Jillymena'. Below the map is a table with the following columns: Organisations ID, Organisations Name, Provider Service ID, Service Name, Units, Themati Group, Primary Client Group, Service Type, Telephone, Address, Address, Address, Address, Town, Postcode, and Website. The table contains one row of data for 'Fermanagh Women's Aid'. A dialog box is open at the bottom of the screen, asking 'What do you want to do with Supporting People Service Directory (3).csv (204 KB)?' and 'From: nihe.maps.arcgis.com'. The dialog box has four buttons: 'Open', 'Save', '^', and 'Cancel'.

Organisations ID	Organisations Name	Provider Service ID	Service Name	Units	Themati Group	Primary Client Group	Service Type	Telephone	Address	Address	Address	Address	Town	Postcode	Website
5	Fermanagh Women's Aid	1200	Floating Support, Fermanagh Womens	65	Homeless	Women at Risk of Domestic	Floating Support Service		Safe Hands Centre	19	Darling Street		Enniskill	BT74 7DP	

What do you want to do with Supporting People Service Directory (3).csv (204 KB)?
From: nihe.maps.arcgis.com

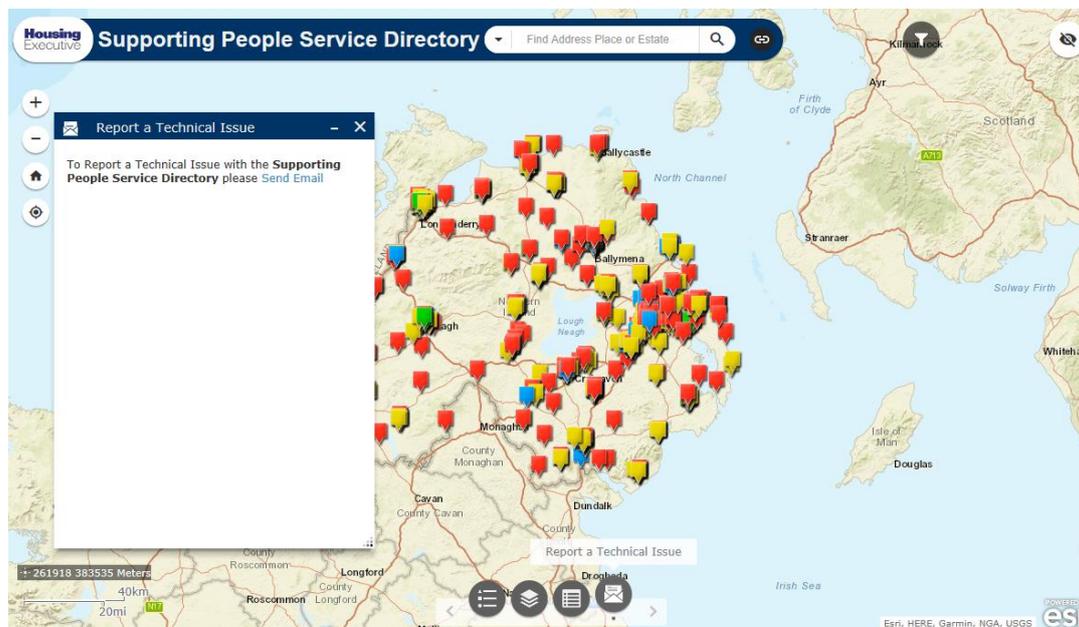
Open Save ^ Cancel X

Reporting a technical Issue

The SP Service Directory has a “report a technical issue” function that is located at the bottom of the screen. If the user discovers a problem or the application isn’t working correctly, the user can first click on the **report a technical issue** icon as highlighted below and a new window will open, presenting a link that will open Outlook populated with **Supporting.People@NIHE.GOV.UK**. This function will enable the user to provide a description of the issue and alert Supporting People staff.

Please note that due to the sensitive nature of some services, a service may not have a location dropper on the map but some redacted information may still be shown in the service details list at the bottom of the screen.

The SP Service Directory will only show providers and services that are SP funded, meaning there may be services that the user is familiar with that won’t be shown on the map.



SP Service Directory FAQ

I am a vulnerable adult that needs support/help. Who do I contact?

Please contact the NIHE on:

Daytime Tel: 03448 920 900

Out of hours (after 5pm or weekends): (028) 9504 9999

Alternatively, you can visit one of our district offices by clicking [here](#) or navigating to:

<https://www.nihe.gov.uk/redirect/our-offices>

For more methods in contacting us please visit:

<https://www.nihe.gov.uk/About-Us/Contact-Us/How-to-Contact-us>

I would like to enquire more about Supporting People, who do I contact?

If you would like more information on Supporting People, you can email us on [**Supporting.People@NIHE.GOV.UK**](mailto:Supporting.People@NIHE.GOV.UK).

Provider FAQ

How do I search for my service by name?

By using the filter on the right hand side of the screen you can click the dropdown box named "Service Name is" and start typing the name of your scheme into the box provided.

How do I change the address of my service as it is wrong on the system?

If you find any amendments are required to the information or address pertaining to your service, please contact the Business Improvement Team, by emailing [**Supporting.People@NIHE.GOV.UK**](mailto:Supporting.People@NIHE.GOV.UK) or calling Imogen Orr on **02895982455** to advise of the required changes.

Who will be able to view the Service Directory once it is launched?

The Service Directory will be made public to everyone through the [NIHE website](#).

I need to change the name of my service, how do I do this?

Please email [**Supporting.People@NIHE.GOV.UK**](mailto:Supporting.People@NIHE.GOV.UK) to change the name of your service.



supporting**people**

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